VITA SMSA JOB TITLES AND DESCRIPTION

JOB TITLES AND DESCRIPTIONS

1. ADMINISTRATIVE SUPPORT SOC: 436011

Administrative Support	
Years of Experience	2 or more years
Job Description	• Experienced in Microsoft Office • Version control administration experience • Prior experience of large project administration • Ability to communicate at all levels of an organization and third parties • Experience with similar scale roles and organizations • Coordination and task focused

2. COBIT & CMM SOC: 131111

(Control Objectives for Information and Related Technology) & CAPABILITY MATURITY MODELS (CMM)

COBIT & Capability Maturity Models	
Years of Experience	5 or more years
Job Description	• Experience in establishing, implementing and practicing industry standards for good IT security control, investment management and software engineering including COBIT and Capability Maturity Models (CMM)

3. COMPUTER SYSTEM SECURITY SERVICES SOC: 151081

Computer System Security Services	
Years of Experience	2 or more years
Job Description	Provides computer system security services, examples typically include services in various combinations of the following:

	▪ Security analysis,
	▪ Assessment and planning for virus protection Public Key Infrastructure (PKI) and Virtual Private networks (VPN) on various platforms including mainframes, servers, microcomputers, and specialized computerized equipment; administration of security of firewalls; project leadership

4. CONSULTANT SOC: 131111

Consultant Level 1	
Years of Experience	2 to 3 years
Job Description	▪ Knowledge of overall business experience ▪ Knowledge of application being implemented ▪ Knowledge of methodology being adopted ▪ Prior implementation experience in similar organization ▪ Ability to communicate at all levels of an organization and third parties ▪ Experience of similar scale roles and organizations ▪ Ability to communicate functional requirements into configuration ▪ Ability to train users
Consultant Level 2	
Years of Experience	4 or more years

5. DATABASE ADMINISTRATOR SOC: 151061

The Database Administrator is responsible for data analysis and database management. Database Administrators typically are involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Database Administrators have a range of skills and knowledge of the utilities and production tools used for data storage management to support the Application Team.

Database Administrator Level 1	
Years of Experience:	2 to 3 years
Job Description:	• Skilled data dictionary analysis and design and data model analysis design.

	• Maintains central data repository. • Experience and knowledge in supporting application system development life cycle. • Responsible for data dictionary backup and recovery. • Responsible for definition of standards of data dictionaries. • May program dictionary analysis and maintenance software. • Perform performance tuning. • Monitor database performance and space requirements. • Schedule and monitor end of day data warehousing jobs. • Assist in coordinating software releases. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Database Administrator Level 2	
Years of Experience:	4 to 5 years
Job Description:	All roles specified in DBA 1 plus the following: • Business systems analysis and design experience. • Logical data modeling techniques. • Production environment Tools/Utilities. • Knowledgeable in data analysis and database management techniques. • Execution of all responsibilities with little direct supervision of Team Lead. • Administration and scripting experience in relative platform. • Supervise performance tuning. • Author shell scripts to perform back up, restore, and monitoring tasks. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Database Administrator Level 3	
Years of Experience:	5 or more years

Job Description:	All roles specified in DBA 2 plus the following:
	- Highly skilled at database design, installations, conversions. - Responsible for database backup and recovery procedures, access security and database integrity, physical data storage design and data storage management. - Participates in Database Management System selection and maintains database performance. - Expertise in specific Database Management Systems. - Knowledge of various Database Management System products. - Provide status of work to Project Team Lead. - Engage in ongoing process improvement.

6. DESKTOP SUPPORT SERVICES SOC: 151041

Desktop Support Services	
Years of Experience	3 or more years
Job Description	Provides desktop support services. Examples typically include services in various combinations of the following: - Installation of commercial off-the-shelf (COTS) - Products optimizing - Ghosting - Desktop problem resolution analysis - Installation of PCs, printers, scanners and other PC peripherals - Project leadership

7. ENTERPRISE APPLICATION INTEGRATION SOC: 131111

Enterprise Application Integration	
Years of Experience	5 or more years
Job Description	- Skilled in developing strategies to migrate existing legacy systems to modern platforms and environments - Possesses the skills and discipline necessary to support the integration of existing applications into a strategic enterprise approach

8. FUNCTIONAL ARCHITECT SOC: 151051

The Functional Architect is the functional expert for an application, a defined set of applications or a portfolio of related applications. The Functional Architect is also responsible for bringing an understanding of the enterprise, business system and industry to the team(s) supporting or interfacing with the application. The primary responsibility of a Functional Architect is to provide expertise in the business process supported by the application, to prepare and review designs, to recommend improvements, and to provide guidance during the testing process. The Functional Architect helps the Programmers establish a clear understanding of the business functional requirements and either creates the functional designs to meet the requirements or reviews and approves the designs written by the Programmers. The Functional Architect must understand all aspects of their specific application(s), and the underlying business process.

The more experienced Functional Architect plans, analyzes, and defines high- level software strategies and solutions. Contained in the experienced role is the task of coordinating with other Functional Architects to define technical requirements and long range plans for meeting customer requirements.

Functional Architect Level 1	
Years of Experience:	1 to 2 years in particular application area
Job Description:	- Analyze, determine, and document functional requirements. - Provide definition on how the applications will support business requirements. - Conduct impact analyses of business requirements on the system. - Work with Technical Architecture Specialist in defining software / hardware requirements. - Gather and interpret user requirements into design specifications. - Participate in design of application. - Participate in design code and test reviews as appropriate. - Provide inputs to test planning. - Complete assigned tasks. - Communicate accurate and useful status updates. - Follow quality standards. - Ability to work in a team environment - Strong communication skills; both written and spoken
Functional Architect Level 2	
Years of Experience:	2 to 3 years in particular application area
Job Description:	All roles specified in FA 1 plus the following: - Act as the application(s) functional expert; providing expertise in the business process supported by the application. - Provide detailed definition on how the applications will support business requirements. - Work with Technical Architecture Specialist in planning and delivering technical architecture.

	• Provide expertise for defining functional architecture and infrastructure for applications. • Plan and develop user interface strategy. • Direct and participate in design of application. • Interpret and understand user requirements/design specifications. • Provide detailed definition on how the applications will support business requirements. • Work with Technical Architecture Specialist in defining software / hardware requirements and in planning and delivering architecture. • Provide expertise for defining architecture and infrastructure for applications. • Review and understand team work plan • Identify and track issues, risks and action items affecting own work and work of team. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner.
Functional Architect Level 3	
Years of Experience:	4 to 5 years in particular application area
Job Description:	All roles specified in FA 2 plus the following: • Provide functional expertise to planning organization as required. • Review tasks prior to migration into production as appropriate. Provide assistance in scheduling design work for Lead Functional Architect. • Coordinate the design and development of work estimates and act as the primary point of contact. Assist in managing and directing application team processes. • Organize and prepare work effectively to facilitate proactive resolution of problems. • Work with client and Lead Functional Architect to identify direction of software. • Ensure business requirements are supported by the software. • Identify and initiate continuous improvement opportunities. • Define user interface strategies. • Understand specific business needs and overall business strategy of the business customer.
Functional Architect Level 4 (lead)	
Years of Experience:	5 or more years in particular application area
Job Description:	All roles specified in FA 3 plus the following: • Guide processes for Functional Architects and direct work planning and design activities. • Provide standard, well-structured work planning which defines scope, resources, commitments, quality, risk, tasks, and

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acceptance criteria.
- Ensure that overall application designs remain within project scope.
- Work with customer business units to understand their business processes.
- Work with customer business units and client to identify direction of software. Ensure business requirements are supported by the software.
- Ensure goals for Functional Architects are being met and manage team commitments.
- Analyze, define, and document how the applications will support functional and business requirements. Coordinate these efforts with Functional Architects.
- Understand supporting/interfacing system applications.
- Approve the determined need for new software/hardware.
- Understand prioritization work based on business needs request/releases for work affecting an application.
- Manage the accomplishment of delivery metrics, Service Level Agreements and other contractual obligations within areas of responsibility.
- Sponsor coordination of the required skills, training, methodologies, and processes to ensure the success of team/project/program goals.
- Coordinate and conduct project review meetings with Group Lead Functional Architects and Team Leads.

- Communicate and resolve application interface issues with other Lead Functional Architects as needed.
- Monitor and measure maintenance and development process effectiveness.
- Communicate clearly the program/application goals, operational and organizational philosophies, and policies and procedures to the Functional Architects.
- Communicate to team members the relationships between their work and assignments and the organizational and/ or program objectives.

9. HELP DESK SUPPORT SOC: 151041
Support in-house help desk teams by providing the skills listed below.

Help Desk Level 1	
Years of Experience:	1 to 3 years field experience

Job Description:	• Provide service and preventive maintenance activities on element exchange/baseline products (products with element exchange service and traditional maintenance philosophies; i.e., terminals, printers, personal computers, etc.). • Basic knowledge of electrical/mechanical principles and basic electronics. • Read and comprehend technical service manuals and publications. • Knowledge of basic mathematics to read and understand various gauges, meters, and measurement devices. • Able to diagnose and repair products by replacing worn or broken parts, and making technical adjustments. • Makes appropriate use of reference publications and diagnostic aids in resolving technical problems. • Take active role in suggesting peripheral equipment. • Detect and correct equipment errors. • Prioritize and schedule own workload. • Needs technical assistance on complex problems • Assist in coordination of changes, upgrades and new products, ensuring systems will operate correctly in current and future environment. • Provide accurate and complete answers to general use and administrative environment questions in a timely manner. • Implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Help Desk Level 2	
Years of Experience:	3 or more years field experience
Job Description:	All roles specified in SI 1 plus the following: • Thorough knowledge of electrical/mechanical principles and basic electronics. • Knowledge of system relationships and telecommunications. • Application of technical skill to a variety of equipment types. • Diagnoses and repairs industry systems products. • Perform routine service and repairs on industry system products without assistance. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.

10. OPERATIONAL MANAGEMENT CONSULTING SERVICES SOC: 131111

Consulting Services- Operational Management	
Years of Experience	3 or more years
Job Description	Provides operational and organizational consulting services. Examples typically include services in various combinations of the following: ▪ Risk assessment ▪ Work-flow analysis ▪ Security ▪ Implementation and support services ▪ Communications ▪ Networking ▪ System migration ▪ Conversion ▪ Performance monitoring/ measurement ▪ Systems stress testing ▪ Quality control benchmarks ▪ Quality control and quality assurance process management of systems development and production environments ▪ Change management ▪ Skills analysis ▪ Information distribution ▪ Organization restructuring ▪ Impact analysis ▪ Project leadership

11. PRODUCT SPECIALIST SOC: 151031

The Product Specialist is the expert for a technical development or execution environment product or set of products. The primary responsibility of a Product Specialist is to ensure the availability and facilitate the productive use of a product for Application Teams or end users. The Product Specialist may own part of a product, all of one, or several products depending on the nature of the product(s) and their use. The Product Specialist requires significant to expert experience and skills in the product supported. The Product Specialist will usually also have significant experience in the operating environment(s) (e.g., HP/UX, NT, MVS, etc) on which the product is implemented. If the product is one that was internally developed, the supporting PS should also have most of the skills of a Programmer. The Product Specialist is responsible for collaborating with Technical

Architecture Specialist, System Specialists, Programmers and vendors to ensure and enhance the use of the product and effect migration to new versions of a product.

Product Specialist Level 1	
Years of Experience:	1 to 2 years
Job Description:	- Make sound recommendations on functional and technical improvements to the product. - Analyze the functional and technical impact of product planning decisions. - Develop appropriate functional and usability standards for products. - Track and document expected volume and type of use of the product. - Participate in product design reviews to verify that design meets quality standards and functional/technical requirements. - Perform impact analyses on production fixes and enhancements to establish priorities. - Provide basic product support and provide accurate and complete answers to detailed product questions in a timely manner. - Provide effective on-site product support as needed. - Accurately sets severity of identified defects. - Provide input to training and / or documentation materials regarding latest technical and functional design changes. - Document all work for future reference. - Review the system test approach and conditions used as the basis for detailed test scenarios. - Follow quality standards. - Analytical and customer service skills. - Communicate accurate and useful status updates. - Ability to work in a team environment - Complete assigned tasks. - Strong communication skills; both written and spoken
Product Specialist Level 2	
Years of Experience:	3 to 5 years
Job Description:	All roles specified in PS 1 plus the following: - Actively contribute as an expert or actual designer. - Coordinate product design reviews to verify that design meets quality standards and functional/technical requirements. - Provide accurate estimates for design and programming efforts for system changes and enhancements.

	• Coordinate enhancements to business and logical data models with data base administration to make the appropriate changes to the physical data model. • Confirm that technical architecture will support all changes required by product enhancements. • Effectively lead product tests and trials. • Identify appropriate business examples to illustrate key concepts / features. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application Team. Develop contingency plans as necessary. • Apply specific expertise to ensure that products meet defined customer objectives. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Product Specialist Level 3	
Years of Experience:	5 or more years
Job Description:	All roles specified in PS 2 plus the following: • Demonstrate expertise in teaching / conveying technical and / or functional courses / concepts. • Develop appropriate work programs / budgets and use to effectively schedule tasks / assignments. • Identify improvements to project standards to achieve high quality services / products.

12. PROGRAM MANAGER SOC: 151031

The Program Manager directs controls, administers, and regulates an enhancement or development program. The Program Manager is the individual ultimately responsible to the agency. The Program Manager's primary responsibility is to drive the entire effort from start to finish. The Program Manager must ensure that the program is completed on schedule and that the final product meets the business, technical, and established quality requirements. The difference between a PM1, PM2, and PM3 will depend on the size of the project, and the breadth and scope of the project.

Program Manager Level 1	
Years of Experience:	2 to 5 years
Job Description:	• Responsible for the development of estimates for the enhancement or development effort in planning, analysis, design, construction, testing, and implementation. • Accountable for delivery of all work tasks identified in the program plan. • Responsible for the capture and reporting of required program management metrics. • Adjust and revise estimates when necessary.

	• Ensure all changes to scope follow processes and are documented. • Ensure new estimates are approved by the client and agreed upon. • Adjust and revise estimates when necessary. • Manage, and track the program progress against the program plan. • Monitor project milestones and phases to ensure the project is on schedule. Take corrective actions if a project begins to slip its schedule. • Prepares status reports on a periodic basis for program team, team leads, group leads, and program manager and appropriate stakeholders. • Plan, organize, prioritize, and manage multiple work efforts across application teams. • Develop the detailed program plan for the enhancement or development effort • Accountable for the final program management evaluation review with stakeholders for approval upon program completion. • Responsible to tailor and baseline all program templates. • Accountable to schedule or monitor status reviews, peer reviews, program management inspections, and software quality assurance work product and process reviews with the appropriate designated resources. • Notify team leads of project timelines, milestones, phases, work requests target dates, and approved executable work package. • Communicate and work with users and client as necessary. • Coordinate and present proposals to agencies as necessary. • Analyze and distribute reports on program metrics associated with work items related to improvement measures. • Ensure processes and activities are followed.
Program Manger Level 2	
Years of Experience:	5 -7
Job Description:	• All roles specified in PM 1 plus the following: • Accountable for the approval and sign-off of the program plan with customer representatives, such as portfolio managers, and all affected program stakeholders. • Accountable for management of scope for the program and gaining agreement and approval of scope changes with customer representatives and affected stakeholders. • Build and maintain relationships with key stakeholders and customer representatives. • Direct work planning and scheduling design work. • Manage, and track the program progress against the program plan. • Serve as the primary point of contact for all program-related issues and resolution of issues. • Coordinate and present proposals to agencies as necessary. • Identify and manage program risk and develops risk mitigation strategies, track to closure. • Ensure team leads adjust and revise estimates when necessary. • Anticipate issues and proactively address them. Resolve conflicts with sensitivity and tact.

	• Coordinate the establishment of program standards and program specific procedures with team leads.
	• Responsible for project compliance with standards and procedures.
	• Responsible for the capture and reporting of required program management metrics.
	• Responsible to tailor and baseline all program templates.
	• Develop and facilitate achievement of program service commitments and performance metrics.
	• Ensure that tasks provide value and support the strategic direction of the program and meet service commitments; conduct reviews with agencies.
	• Accountable for the final program management evaluation review with stakeholders for approval upon program completion.
	• Communicate effectively with customers and software / hardware suppliers supporting Commonwealth as appropriate.
	• Identify and track issues.
	• Balance workload with program members' capacity.
	• Communicate to team members how their work assignments relate to and help achieve program objectives.
	• Plan program specific training and orientation needs.
Program Manager Level 3	
Years of Experience:	7 or more years
Job Description:	• All roles specified in PM 2 plus the following: • Accountable for activities with excess delivery cycles of 8 to 12 months.

13. PROGRAMMER SOC: 151051

The Programmer is responsible for analysis, design, coding, component and assembly testing of all application code owned by the Application Team. Programmers typically are involved in maintenance (including production support), enhancement and development work. Programmers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Programmer works with the Functional Architect and Technical Architecture Specialist on an as needed basis to ensure that design and code meets customer requirements.

Programmer Level 1	
Years of Experience:	Less than 2 years
Job Description:	• Code enhancement and development programs and/or required fixes to production problems using the functional and technical programming standards.

	• Test enhancement and development programs. • Participate in structured code reviews / walkthroughs. • Execute all required process steps. • Create and provide content for operational documentation to Technical Writers. • Utilize configuration management tools, design tools, debugging tools, and any other environment specific tools necessary to create, test, and implement an application. • Research problems before approaching the Team Lead or Functional Architect for assistance. • Limited functional knowledge. • Follow quality standards. • Support installation of application releases into production as directed. • Communicate accurate and useful status updates. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Programmer Level 2	
Years of Experience:	2 to 5 years
Job Description:	• All roles specified in PR 1 plus the following: • Analyze and design enhancements, development programs, and/or required fixes to production problems. • Design applications to functional and technical programming standards. • Work with Functional Architects to gather and interpret user requirements into design specifications. • Develop system specifications and interfaces. • Determine time estimates and schedule for work. • Moderate functional and process knowledge • Assist in managing and directing Application Team processes. • Coordinate work with other software developers on Application Teams. • Assist Team Lead or Test Team Lead in monitoring estimated-time-to-complete (ETC) and actuals for assigned tasks • Develop application designs in support of the systems specifications and interfaces, perhaps in conjunction with application or technical architects. • Operating System expertise sufficient to perform performance and tuning diagnostics. • Work with users to ensure that solutions meet business requirements. • Execution of all responsibilities with little direct supervision of Team Lead. • Generally aware of new developments in industry and process and has ability to apply them to work as appropriate. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.

Programmer Level 3	
Years of Experience:	5 or more years
Job Description:	• All roles specified in PR 2 plus the following: • Plan all required process steps. • Review and understand the Application Team's work plan. • Provide status of work to Team Lead. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application Team. Develop contingency plans as necessary. • Engage in ongoing process improvement. • Detailed functional and process knowledge. • Utilize deep modeling, design and coding skills. • Provide expertise in one or more database environments.

14. QUALITY ASSURANCE SPECIALIST SOC: 151051

The Quality Assurance Specialist (QAS) is responsible for the design, pilot, and implementation of the software quality assurance review processes. The QAS Specialist will work with Application Teams during pre and post assessment periods. The QAS Specialist reports to the Quality Assurance Team Lead. For each phase end review the Quality Assurance Specialist is responsible to plan, schedule, execute, and document findings of the review. Quality Assurance Specialists must have a detailed understanding of processes which support the software development lifecycle. The Quality Assurance Lead is responsible for communicating with Commonwealth regarding the progress of the quality approach and a summary of the metrics, as well as managing the Quality Assurance Specialists.

Quality Assurance Specialist Level 1	
Years of Experience:	3 years software development and testing
Job Description:	• Assist in software activities in defined span of control for the organization. • Track and monitor process and work product improvement opportunities. • Collect, review, and evaluate the project's required work products against standard work product templates. • Verify that established measurement procedures are used and all required metrics are collected • Respond to requests for information. • Coordinate work with others on team and across teams

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	- Draft report of observations, minor and major non-compliance. - Develop quality standards. - Monitor progress of action item resolution activity and ensure appropriate internal stakeholders are aware of pending deadlines. - Conduct training courses with project teams on software quality review process. - Research problems before approaching Quality Assurance Lead for assistance. - Communicate accurate and useful status updates. - Manage and report time spent on all work activities. - Follow quality standards. - Ability to work in a team environment - Complete assigned tasks. - Strong communication skills; both written and spoken
Quality Assurance Specialist Level 2	
Years of Experience:	4 to 5 years software development, testing, and project management
Job Description:	All roles specified in QAS 1 plus the following: - Conduct software quality phase end review activities (work product and process) for each software project and produce the required quality assurance reports, as specified in the project's quality assurance plan. - Ensure the software development process followed by the project teams is compliant with approved tailored processes. - Review and check project's software development activities and the associated internal tasks required by the agencies as employed by the project and specified in the project plan. - Prepare preliminary software quality audit package for review before conduct of audit. - Define quality standards. - Monitor progress of action item resolution activity and ensure appropriate stakeholders are aware of pending deadlines. - Assist in managing and improving quality assurance team processes. - Review and understand project team work plan. - Determine time estimates and schedule for software quality review work. Conduct reviews according to schedule. - Organize and prepare work effectively to facilitate proactive resolution of problems, rather than reactive. - Identify and track issues, risks and action items affecting own work and work of team. - Report on progress of action item resolution and possible risk areas. - Anticipate and resolve issues specific to the team. - Determine time estimates and schedule for own work and resolve issues in a timely manner.

Quality Assurance Specialist Level 3	
Years of Experience:	6 or more years software development, testing and project management
Job Description:	All roles specified in QAS 2 plus the following: • Review project's required work products to ensure compliance with approved tailored procedures and standards. • Review and check project's software development activities and the associated internal tasks required as employed by the project and specified in the project plan. • Compare actual project procedures to the specified standards, procedures, and, if required, specific 3rd party contractual requirements. • Perform detailed reviews of interim and final tasks as appropriate. • Ensure process improvement opportunities are reviewed by appropriate contact to identify training needs of the organization. • Perform or manage the required software quality phase end reviews of work product and process for each software project and produce the required software quality reports, as specified in the project's software quality plan. • Develop, and manage short and long-term plans and schedules for organization wide software quality needs. • Balance workload with team's capacity by managing the team's activities according to schedule and budgets. • Coordinate and procure the required skills and techniques required. • Obtain feedback from project teams regarding the overall effectiveness of processes and procedures – Forward to appropriate stakeholders and process owners. • Provide feedback to project teams regarding process/procedure improvement opportunities and other potential areas for improvement discovered during software quality activities. • Report all software quality-revealed non-compliance. • Provide regular reports on the results of compliance reviews to the project team, project team leaders and management. Report on progress on action item resolution and possible risk areas. • Anticipate and resolve issues dealing with software quality. • Develop options and recommendations to assist teams in resolving issues. • Ensure action items are addressed and closed based on agreed dates and activities. • Ensure that defined processes are followed. • Communicate related improvement measures to the project team. • Obtain feedback from project teams regarding the overall effectiveness of software quality processes followed. Review with team and develop continuous improvement action plans. Report status to executive team. • Communicate and work with customers and other personnel as necessary. • Communicate clearly the team goals, organizational philosophies, and policies and procedures to the team. • Communicate to team members the relationship between their work assignments and the team and project objectives.

	• Lead efforts in developing and facilitating implementation of team goals and metrics.

15. SOFTWARE PROCESS ENGINEER SOC: 151051

The Software Process Engineer is responsible for implementing and supporting a set of standard software engineering processes used by agencies. The Software Process Engineer participates in the entire life-cycle of software process improvement initiatives. This includes the planning, analysis, design, construction, testing, and implementation of new processes. The Software Process Engineer is responsible for identifying opportunities for improving existing processes and implementing appropriate solutions.

The Software Process Engineer is also responsible for supporting projects and individual Teams in the use and understanding of processes on an ongoing basis. The Software Process Engineer is responsible for collaborating with the Team Lead(s) and Program Managers to provide guidance to team members and facilitate continual software process improvement. The Software Process engineer must understand all aspects of the specific processes used by the Teams. The Software Process Engineer must also be familiar with industry process models and standards.

Software Process Engineer Level 1	
Years of Experience:	3 years in computer software development
Job Description:	• Facilitate the implementation of standard software engineering processes. • Identify software development process improvement opportunities either independently or through working with projects and teams. • Assist in planning software process improvement initiatives. • Direct and participate in teams working on the analysis, design, construction, testing, and implementation of new processes. • Work with projects and teams to define the need for tailored processes and tools and assist in implementation, as appropriate. • Provide ongoing support to projects and teams in the use and understanding of the software processes. • Provide on-site support for teams on process related issues. • Provide assistance to the Software Process Engineer Lead in planning and scheduling activities. • Provide support in tracking and monitoring the success of process improvement initiatives. • Monitor and solicit feedback on the usability and functionality of implemented processes. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken

Software Process Engineer Level 2	
Years of Experience:	4 to 5 years in software development and testing
Job Description:	All roles specified in SPE 1 plus the following: • Facilitate the implementation of standard software engineering processes across agencies. • Determine time estimates and schedule for own work and resolve issues on a timely basis. • Identify and track issues, risks and action items. • Determine process to support various initiatives. • Lead the development of content for process training and deliver process training as appropriate. • Coordinate with various teams about process improvement opportunities. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Software Process Engineer Level 3	
Years of Experience:	6 or more years total experience; 5 years in software development and testing
Job Description:	All roles specified in SPE 2 plus the following: • Organize and prepare work effectively to facilitate proactive resolution of problems. • Anticipate and resolve issues on a timely basis. • Communicate accurate and useful status as appropriate. • Demonstrate and promote a focus on client service. • Communicate effectively with suppliers as appropriate. • Work with internal customers and others to identify direction of software process. • Identify knowledge in a form that is reusable.

16. SYSTEM ADMINISTRATOR SOC: 151051

The System Administrator is responsible for server back up and security, along with performance tuning and capacity planning. System Administrators should possess an understanding of network and distributed computing concepts. This is accomplished by working with the Systems Management Team Lead to understand the scope of services to be provided and assessing the impact they will have on the technical infrastructure.

System Administrator Level 1	
Years of Experience:	1 to 2 years
Job Description:	- Familiarity with most basic system administrator tools and process; for example, can boot/shutdown a machine, add and remove user accounts, use back up programs, and maintain system database files. - Maintain the project servers. - Maintain the file and print capacity - Ensures that backups are performed as appropriate. - Act as a front-line interface to users. - Accepts trouble reports and dispatch them to appropriate system administrators. - Ability to write scripts in a particular administrative language. - Programming experience with any applicable language. - Communicate accurate and useful status updates. - Manage and report time spent on all work activities. - Follow quality standards. - Ability to work in a team environment - Complete assigned tasks. - Strong communication skills; both written and spoken
System Administrator Level 2	
Years of Experience:	3 to 4 years
Job Description:	All roles specified in SA 1 plus the following: - Responsible for operating and other system software. - Responsible for upgrading the operating and system software and keeping patches current. - Familiarity with fundamental networking/distributed computing environment concepts. - Ability to do minimal debugging and modification of programs. - Execute the disaster recovery/back up procedures and archiving procedures. - Manage security for servers. - Responsible for performance tuning, capacity planning, database administration, and fault management. - Provide tier two support of the technical infrastructure. - Coordinating efforts with vendors if tier three support is required. - Responsible for ensuring high priority issues are resolved in a timely manner.

	• Responsible for keeping the environment up and running. • In many cases is responsible for identifying and reporting hardware problems. • Capable of writing purchase justifications. • Understands basic routing concepts. • Identify and track issues, risks, and action items. • Resolve and/or assist in resolving issues. • Review, prioritize, and research service requests. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner.
System Administrator Level 3	
Years of Experience:	4 or more years
Job Description:	All roles specified in SA 3 plus the following: • Solid understanding of networking/distributed computing environment concepts. • Understands principles of routing client/server programming. • Manage expectations at all levels: customers/end users, executive sponsors. • Ensure quality standards are followed. • Understand the business application of technical support and design in an application development environment. • Work with the various Infrastructure teams and operations provider to identify the strategic direction of systems management activities. • Understands the design of consistent network-wide file system layouts • Maintain strong relationships with employees and various tier two and three support groups. • Develop plans for disaster recovery/ back up and archiving. • Manage the daily operations of the systems management team to ensure service levels are being met. • Manage the systems management team's support issue and backlog. • Monitor the team's open backlog of support issues and re-assign issues as necessary to ensure they are closed per agreed upon service levels. • Act as the first level of escalation for high priority support issues. • Function as the liaison to the various support groups with whom the systems management team interfaces. • Develop the technical infrastructure maintenance strategy. • Manage the system management resources. • Act as a system's management expert. • Analyze, determine, and document requirements in terms of system management needs and implement them. • Identify, approve, and prioritize team projects. • Manages a large site or network.

	• Recommends policies on system use and services.

17. SYSTEM SPECIALIST SOC: 151032

The System Specialist is knowledgeable on the usage and support of a collection of development platforms or technical architectures, and products that run on those platforms. The primary responsibility of a System Specialist is to ensure the availability and facilitate the productive use of a development platform or a test environment for Application Teams or end users. The System Specialist may support one or several instances of a platform/environment, applying their skills directly to a platform/environment and/or leveraging their skills across multiple platforms/environment. The System Specialist may, especially for usage and support of a platform, be part of an Application Team using the architecture. The System Specialist requires experience and skills in the environment supported and in the operations and in common usage of products for the environment The System Specialist are responsible for collaborating with Technical Architecture Specialist, Functional Architects, Programmers and vendors to coordinate and enhance the use of the platform and facilitate migration to new versions of the platform.

System Specialist Level 1	
Years of Experience:	1-3 years in desired environment
Job Description:	• Assist in coordination of testing changes, upgrades and new products, ensuring systems will operate correctly in current and future environment. • Make recommendations on functional and technical improvements to the environment. • Participate in performance and volume analysis and design. • Participate in performance improvement activities. Identify and apply potential improvements related to the environment for an application. • Provide accurate and complete answers to general use and environment questions in a timely manner. • Provide effective on-site environment support as needed. • Accurately set severity of identified defects. • Provide input to training and/or documentation materials regarding latest technical and functional design changes. • Ensure that all work is documented for future reference. • Follow quality standards. • Ensure effective and reliable backups are being performed and distributed properly. • Proactively address customer needs. • Track and anticipate volume and type of use of the environment. • Plan and implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. • Basic scripting and programming skills, including languages that run on specified platform. • Analytical and customer service skills. • Communicate accurate and useful status updates. • Ability to work in a team environment • Complete assigned tasks.

	• Strong communication skills; both written and spoken
System Specialist Level 2	
Years of Experience:	3-5 years in desired environment
Job Description:	• All roles specified in SS 1 plus the following: • Plan and manage network operating system upgrades. • Actively participate in analyzing and evaluating emerging software and hardware technologies/standards. • Serve as a liaison between teams for network planning and connectivity. • Develop appropriate functional and usability standards for the environments. • Plan or assist in planning network environment, including supporting existing structure and enhancements. • Plan and coordinate testing changes, upgrades and new and standard products, ensuring systems will operate correctly in current and future environment. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application or Environment team. Develop contingency plans as necessary. • Analyze the functional and/or technical impact of new product releases. • Advanced scripting and programming skills, including languages that run on specified platform. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
System Specialist Level 3	
Years of Experience:	5 or more years in desired environment
Job Description:	• All roles specified in SS 2 plus the following: • Identify opportunities for new and improved technologies/standards to be used in the organization. • Identify, plan, and implement phase-out strategies for products and technologies. • Plan and coordinate testing changes, upgrades and new products, ensuring systems will operate correctly in current and future environment. • Demonstrate expertise in teaching/conveying technical courses/concepts. • Assist in setting architecture direction and knowledge sharing. • Plan, organize, prioritize, and manage multiple work efforts the Application or Environment Teams. • Develop appropriate work programs and use to effectively schedule tasks/assignments.

18. TEAM LEAD SOC: 151021

The Team Lead manages an Application Team to deliver services according to defined service level commitments owned by the Application Team. The Team Lead coordinates resources and work to deliver solutions to customers on time and within budget. The Team Lead is assigned responsibility and accountability for overseeing the successful completion of all work assigned to the Application Team.

The Team Lead is a process expert within the Application Team, understanding the software development / maintenance processes and verifying process conformance. The Team Lead will monitor stability of production applications owned by the Application Team. The Team Lead assists Application Team members in development activities and reviews tasks as required. The Team Lead manages and updates progress towards Application Team objectives, assists Application Team members in resolving problems, and engages in personnel management and guidance to Application Team members. The Team Lead fosters a positive work environment by mentoring, supporting, and committing to the professional development of Application Team members. The Team Lead reports to the Group Lead or Program Manager, as appropriate.

The difference between a TL1 and a TL2 will depend on the size of the project, and the breadth and scope of the project.

Team Lead Level 1	
Years of Experience:	4 to 5 years, and 1 to 2 years project management experience.
Job Description:	- Monitor stability of production applications owned by Application Team. - Prepare estimates for maintenance and enhancement of existing applications and development of new applications. - Perform detailed reviews of interim and final tasks as appropriate. - Process work requests; review, prioritize, and package. - Manage and review tasks of suppliers and other interfaces to the Application Team. - Conduct structured walk-throughs or inspections; manage issues to closure. - Develop and manage short and long-term plans and schedules. - Direct the development of accurate estimates for Application Team activities as required. - Balance workload with Application Teams capacity by managing the Application Teams activities according to schedule. - Manage the accomplishment of delivery metrics to support contractual obligations in the areas of service delivery and on time performance commitments and productivity improvement. - Ensure work remains within the agreed scope. - Track work plan baseline against results. - Coordinate / communicate with Group Leads and / or Program Manager to ensure initiatives are in accordance with agreed customer commitments as planned. - Proactively identify and manage issues/risks affecting the project. - Communicate accurate and useful status to Group Lead and other management on a timely basis.

	• Identify and initiate continuous improvements. • Instill commitment to quality, customer service, ownership, and teamwork. • Conduct post project wrap-ups. • Monitor and measure maintenance and development process effectiveness. • Ensure that defined processes are followed. • Manage expectations of the Application Teams internal and external customers. • Facilitate communication and knowledge sharing within the Application Teams. • Maintain awareness of new developments in industry and processes and apply as appropriate. • Develop and deepen understanding of system business requirements supported by the Application Team. • Communicate clearly the Application Team goals, organizational philosophies, and policies and procedures to the Application Teams. • Conduct structured walk-throughs or inspections; manage issues to closure. • Communicate clearly the Application Team goals, organizational philosophies, and policies and procedures to the Application Teams.
Team Lead Level 2	
Years of Experience:	5 or more years, and 2 to 3 years project management experience
Job Description:	All roles specified in TL 1 plus the following: • Manage the resolution of high severity production problems. • Manage and direct Application Team activities employing appropriate program management and planning principles. • Coordinate work with other Team Leads as appropriate. • Coordinate and procure the required skills and techniques required by the Application Team.

19. TECHNOLOGY ADVISORY CONSULTANT SOC: 131111

Technology Advisory Consultant	
Years of Experience	5 or more years
Job Description	▪ Possesses the skills, experience and capabilities for providing advice and solutions on a wide range of issues, areas, concepts, trends, best practices, products, etc., related to the comprehensive management of information technology. ▪ Involves a broad diversity of business and technical activities such as strategy, planning and performance measurements for management of technology for state and local government. ▪ Includes establishing service level agreements and memorandums of understanding associated with the development, implementation and service offerings for delivering and supporting technology initiatives.
Job Description	▪ Knowledge of overall business experience

	- Knowledge of application being implemented - Management knowledge of methodology - Multiple projects in similar organization - Ability to communicate at all levels of an organization and third parties - Experience of similar scale roles and organizations - Ability to manage issues and direct teams - Ability to communicate functional requirements into configuration - Ability to train users

20. TECHNICAL ARCHITECTURE SPECIALIST SOC: 151031

The Technical Architecture Specialist is the technical expert centered on a technology, technologies or a portfolio of applications. The Technical Architecture Specialist is the technologist who coordinates with other parties in setting the technical approach and direction and implementation for work. The Technical Architecture Specialist provides technical design expertise, defines what technical requirements are needed to support defined business requirements, participates in detailed design and code reviews, reviews system performance issues, reviews test plans, and provides technical guidance to the Application Team and Test Team members. The Technical Architecture Specialist is responsible for collaborating with the Team Lead(s) to coordinate project schedules, budgets, request management, and work authorization. The expert level Technical Architecture Specialist will interface with Executive Sponsors, Group Leads, and Lead Functional Architects to convey infrastructure requirements, plan, and schedule deployment of tasks, and resolve any issues that impact the deployment of the Application Delivery systems.

Technical Architecture Specialist Level 1	
Years of Experience:	1 to 2 years
Job Description:	- Define test plans and criteria for acceptance for the technical components of an application. - Ensure business requirements are supported by the technical architecture. - Assist in leading technical direction of software; coordinating and presenting proposals to Group Leads, Leads, and the client. - Define and evaluate logical and physical data models. - Assist in development of overall system technical architecture - including software and hardware. - Define test plans and criteria for acceptance for the technical components of an application. - Analyze, determine, and document technical requirements and change request impact analysis. - Participate in detailed design and product test execution as required. - Develop technical programming standards. - Ensure business requirements are supported by the technical architecture. - Conduct structured walk-throughs or inspections for technical areas; resolve issues. - Assist in defining technical programming standards. - Communicate accurate and useful status updates.

	• Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Technical Architecture Specialist **Level 2**	
Years of Experience:	3 to 5 years
Job Description:	All roles specified in TAS 1 plus the following: • Develop overall system technical architecture - including software and hardware. • Perform review of technical designs, code, and component test plans. • Resolve and / or assist in resolving cross application technical issues. • Conduct structured walk-throughs or inspections for technical areas; resolve issues. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Technical Architecture Specialist **Level 3**	
Years of Experience:	5 or more years
Job Description:	All roles specified in TAS 2 plus the following: • Ensure consistency and completeness across data models. • Plan and deliver development architecture environments in coordination with the Environmental Support Specialist. • Assist in managing and directing team's technical architecture processes. • Provide assistance in scheduling design work for Lead Technical Architecture Specialist. • Develop and document expert practices/ standards. • Possesses strong analysis, presentation, documentation and quality assurance skills. • Analyze, determine, and document technical requirements and impact analysis for technical and development architectures. • Explain defect priorities and enhancement classifications to client and customer when needed. • Maintain awareness of new technological developments in industry and processes - implement concepts appropriately.

	• Lead or participate in setting the service levels for the application. • Define overall system logical architecture. • Provide standard, well-structured work planning which defines scope, resources, milestones, quality, risk, tasks, and acceptance criteria. • Prepare contingencies, scenarios, scenario plans and action items to resolve issues. • Lead efforts in providing technical expertise, guidance, and training to the Application and Test Teams.
Technical Architecture Specialist Level 4	
Years of Experience:	5 or more years, and 1 to 2 years project management experience
Job Description:	All roles specified in TAS 3 plus the following: • Communicate effectively with IT staff, client organization and software / hardware suppliers. • Lead efforts in designing technical strategy, direction and approach, technical architecture, data architecture, development architecture, performance tuning, performance and capacity analysis, technical standards, technical reliability and flexibility. • Design and define overall system technical architecture - including software and hardware within the framework and constraints of technical architecture. • Evaluate alternative designs. • Maintain control of specific tools and assets. • Own the technical architecture for a portfolio of applications, including the interpretation and application of the technical architecture. • Plan, design development and/or execution of architectures. Participate in the plan and design of technical architecture. • Assist with the preparation of estimates for new technology applications and maintenance of existing applications as part of Service Management. • Provide experience in utilizing the project architecture. Acknowledged as highly competent in one or more technologies. • Communicate accurate and useful status reports and other management on a timely basis. • Coordinate and conduct project architecture, infrastructure review meetings, and portfolio review meetings with Group Lead, Lead Functional Architects, and Team Leads. Integrate issues and identify impacts. • Communicate and resolve application interface issues. • Communicate to team members the relations between their work assignments and the organizational and/ or program strategy, objectives, business and technology needs of the application / system. • Share knowledge across teams with both similar and non-similar applications, specifically focusing on Technical Architecture • Interpret and communicate technical architecture to the Technology Application Architecture Team (s).

21. TECHNICAL WRITER SOC: 273042

The Technical Writer develops and maintains user and technical documentation and project process documentation for Application Teams. Technical Writer understands the user's view of applications and /or technology and is able to put procedures in a logical sequence.

The experienced Technical Writer provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications within their Tower.

Technical Writer Level 1	
Years of Experience:	1 to 2 years
Job Description:	- Develop, enhance, and maintain user documentation for multiple applications including documentation required for the operations provider. - Develop on-line source documentation as appropriate. - Maintain documentation libraries and subscription lists. - Identify, create, revise, and maintain documentation and templates needed by the Application Teams. - Ensure appropriate control access/use of documentation materials. - Maintain application and user documentation. - Ensure messages and terminology is consistent across all written materials. - Research and complete documentation service requests. - Communicate and work with customers and other Client Telecommunications personnel as necessary. - Work with Application Team members to enhance their understanding of end-user and technical documentation. - Communicate accurate and useful status updates. - Manage and report time spent on all work activities. - Follow quality standards. - Ability to work in a team environment - Complete assigned tasks. - Strong communication skills; both written and spoken
Technical Writer Level 2	
Years of Experience:	3 to 5 years.
Job Description:	All roles specified in TW 1 plus the following: - Review and prioritize documentation service requests. - Determine procedures for use of on-line documentation tools and version control documentation as appropriate. - Assist or guide other Technical Writer as needed to develop and maintain user and technical documentation for their

	assigned applications.
	• Educate both business and technical groups on the essential need for developing and using standard documentation for all processes.
	• Organize and prepare work effectively to facilitate proactive resolution of problems, rather than reactive.
	• Research problems before approaching Lead Technical Writer or Team Lead for assistance.
	• Assist the Application Team Lead in monitoring budget by providing estimated-time-to-complete and actuals for assigned tasks.
	• Identify and make recommendations around documentation and templates needed by the Application Teams.
	• Work with users and other Commonwealth personnel to ensure that the solutions meet Commonwealth business requirements.
	• Identify and initiate continuous improvement opportunities.
	• Direct the development of accurate estimates for documentation requests/activities as required
	• Develop options and recommendations to assist documentation team members in resolving issues.
	• Lead efforts in developing and facilitating implementation of the Documentation team goals and metrics.
	• Develop workable, practical, measurable work plans defining activities, schedules and tasks with Team Leads and the Lead Technical Writer
	• Review and understand the Application Teams work plan.
	• Anticipate and resolve issues specific to the team.
	• Determine time estimates and schedule for own work and resolve issues in a timely manner.
	• Identify and track issues, risks and action items.
Technical Writer Level 3	
Years of Experience:	5 or more years
Job Description:	All roles specified in TW 2 plus the following:
	Review and approve procedures for use of on-line documentation tools as appropriate.
	• Identify business and technical documentation needs not currently addressed.
	• Manage Technical Writer.
	• Own documentation libraries and subscription lists.
	• Promote the need for developing and using standard documentation for all processes within the organization.
	• Perform detailed reviews of interim and final tasks as appropriate.
	• Oversee processing of service requests.
	• Manage, deploy, and schedule Technical Writer activities.
	• Develop and manage short and long-term documentation plans and schedules.
	• Understand work requests/needs within Application Teams
	• Manage the accomplishment of delivery metrics in support of contractual obligations in the areas of service delivery, on time performance.
	• Work with Team Leads and Group Leads to set documentation goals.

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	- Ensure work remains within the agreed project scope. - Coordinate work with other Lead Technical Writers as appropriate. - Coordinate and procure the required skills and techniques required by the Application Teams for documentation needs. - Communicate accurate and useful status reports to Group Lead and other management on a timely basis. - Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application Team. Develop contingency plans as necessary. - Manage expectations of the Technical Writers' internal and external customers. - Define documentation quality standards as needed. - Conduct post project reviews and quality assessments. - Ensure that defined processes are followed. - Communicate related improvement measures to the team. - Communicate clearly to Technical Writers their goals, organizational philosophies, and policies and procedures.

22. TESTER SOC: 172199

The Tester is a member of a team which plans, constructs, and executes product tests, system tests, unit tests, load tests, volume tests, network tests as well as works with others for release control processes. The more experienced Tester manages, plans, constructs, and executes tests and integrates with release control process.

Tester Level 1	
Years of Experience:	Less than 2 years
Job Description:	- Create test models for product test and release control (plans, data, and scripts). - Conduct structured walk-throughs - Execute assembly or product tests. - Meet time estimates for assigned tasks. - Communicate accurate and useful status updates. - Follow quality standards. - Ability to work in a team environment - Complete assigned tasks. - Strong communication skills; both written and spoken
Tester Level 2	
Years of	3 to 4 years

Experience:	
Job Description:	• All roles specified in Test 1 plus the following: • Define product test plans and criteria for acceptance. • Develop, update, and maintain testing standards and procedures. • Resolve testing process questions / issues. • Assist in the planning, creation, and control of the test environments. • Conduct inspections; resolve issues. • Coordinate and execute assembly or product tests with the Test Team, Application Team and the Program Manager. • Assist Team Lead or Test Team Lead in monitoring estimated-time-to-complete (ETC) and actuals for assigned tasks. • Work with Test Team members to enhance their testing skills and build technical and business knowledge. • Update and test release installation procedures. • Generally aware of new developments in industry and processes and ability to apply to work as appropriate. • Determine time estimates and schedule for work efforts. • Define and utilize entry / exit criteria for testing. • Schedule the design of structured walk-throughs or inspections; resolve issues. • Work with users to ensure that solutions meet business requirements. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Tester Level 3	
Years of Experience:	4 or more years
Job Description:	All roles specified in Test 2 plus the following: • Review and understand the Test Team work plan. • Assist in managing and directing Test Team processes. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Test and/or Application Teams. Develop contingency plans as necessary. • Research problems before approaching the Team Lead or Test Team Lead for assistance. • Assist or guide Testers as needed. • Develop understanding of system business requirements supported by the Test team • Assist Application Teams to plan and execute component and assembly tests. • Participate in assembly or product test execution as required.

23. COMPUTER OPERATOR SOC: 439011

Computer Operator Level 1	
Years of Experience:	3 to 7 years
Job Description:	• Serves as technician for computer operations and production control technical duties in VEC's Central Office computer room. • Determines accuracy and acceptability of input. • Analyzes priorities and schedules, executes, prints, distributes jobs. • Troubleshoots and resolves problems. • Executes jobs. • Performs duties related to Operations' peripheral devices. • Review, analyze and correct Job Control language (JCL), and support IVRS system. • Documents job starting and ending times, all abends and all problems occurring during the shift.
Computer Operator Level 2	
Years of Experience:	7 to 11 years
Job Description:	All roles specified in Computer Operator 1 plus the following: • Assigns work. • Provides on-the-job training. • Completes shift turnover reports for management. • May act as backup in the absence of supervisor.
Computer Operator Level 3	
Years of Experience:	11 or more years
Job Description:	All roles specified in Computer Operator 2 plus the following: • Serves as a working supervisor for a shift of computer operations personnel. • Responsible for both Central Office computer rooms. • Plans and coordinates operations throughput with agency users, Systems Development, Technical Support and Department of Information Technology personnel.

	• Ensures timely and accurate scheduling, processing and distribution of production work. • Provides technical advice and recommendations.